

Information Systems Coordinator

LA24017

Mason County

\$37,950 - \$63,270

General Description:

Under general supervision, performs full-performance technical work installing, maintaining and supporting desktop computers and/or some Local Area Network/Wide Area Network (LAN/WAN). Ensures continuous operation by readying the system, responding to prompts and entering any data required by the system. Troubleshoots software and hardware problems, pulls cable, and installs hardware. Reviews literature and recommends purchase of hardware and software. Installs, moves and replaces personal computer terminals, printer cables and other equipment as necessary. Performs related work as required.

Tasks include but are not limited to:

- Providing on-site and remote technical support for personal computers, laptops, and other peripheral computer equipment; installing and supporting local area networks (LAN) equipment including routers, switches, controllers, cabling, network and local printers; using diagnostic tools and/or monitoring software to identify problems; contacting vendors for technical assistance on repairs/upgrades as necessary.
- Instructing users by phone and email on solutions for hardware and software problems; supporting users with technical and system problems relating to network access, printer access, and operations for LAN and computers.
- Troubleshooting and maintaining connectivity between multiple locations of a wide area network (WAN); assuring operational connectivity for personal computers.
- Removing old equipment and installing replacement equipment.
- Installing/maintaining network components, computer hardware, and multiple applications; testing new hardware and software.
- Assisting in the configuration of computer networks including servers; including design of wiring and electrical plans for personal computer networks, telecommunications, faxes and copiers.
- Testing workstations supplied by vendors to determine compatibility with current hardware and software.
- Using internet reference sites for troubleshooting hardware and software problems.
- Using error logs in servers and switches to verify proper operation and to troubleshoot problems.
- Attending training classes for new technologies and new systems.
- Planning and conducting one-on-one or group training on computer applications, operations, systems and on proper use of computer equipment; develops training modules and instructional materials for user training.
- Maintaining detailed inventory of hardware and software.
- Performing back-up and recovery procedures.

- Various other functions

Applicant selected for employment must successfully complete a chemical urinalysis and breath analysis drug screening test and may be subject to drug testing for probable cause as set forth in agency/bureau policies. Applicant selected for employment must successfully complete a fingerprint based background clearance.

Lakin Hospital is a tobacco-free campus.

Position Number:0512P00512

Minimum Qualifications:

Training: Bachelor's degree from an accredited college or university.

Substitution: Three years of full-time or equivalent part-time paid personal computer or server support experience may be substituted for the required training. Successful completion of twelve credit hours or the equivalent thereof of industry recognized authorized/ certified LAN administration, network service/support and/or network technologies training may substitute for one year of the required training.

Experience: Two years of full-time or equivalent part-time paid experience in information processing, one year of which includes personal computer support and/or training.

Substitution: Twelve hours of computer science or data processing may substitute for one year of information processing experience excluding personal computer support.

Benefits Include:

- Paid vacation, holidays, and sick/family sick leave
- Health, dental, vision, retiree health, basic life, and supplemental life insurance
- Employee wellness programs
- Retirement

The West Virginia Department Of Health Facilities is an Equal Opportunity employer. This position announcement is established as of January 22, 2024, and will remain open until January 29, 2024. Submit a paper application or detailed resume and any correspondence concerning this vacancy to: OHRMOSAClassComp@wv.gov. Please put Posting Number LA24017 in the subject line of your email.

Note: Due to recent legislation, positions filled for the Department of Health Facilities and Bureau for Social Services beginning January 1, 2024, are no longer covered by the West Virginia Division of Personnel. These positions are now covered under the Office of Shared Administration Comprehensive Human Resources System.